

Electronic Government an Overview



Presented by: Karen Hogan
Office of the Chief Information Officer
November 2000

Agenda



- What is electronic government?
- What does a program manager need to do?
- Your Bureau's Plan for meeting requirements of GPEA
- What you need from us
- Q&A

Topics

- What is electronic government?
- Some examples
- What does it mean to a program?
- How does a program manager plan to take advantage of it?
- How will this change/affect government organizations?
- Next Steps

What is Electronic Government about?



- The use of Web technologies
- Which give us the ability to
 - Improve service to citizens and businesses
 - Reduce costs
 - Drive operational efficiencies
 - Enhance economic development
 - Redefine community and governance

MOSTLY...



- Electronic Government is about the *business* of government. It
 - provides opportunities for improvement and savings
 - drives a fundamental change in the way functions are performed
 - is aided, supported and enabled by technology
- It's about *BUSINESS* - not technology!

What is e-gov?



- Government view: information and services on-line
- Involved citizens/constituents
- Constituents exercising rights and responsibilities
- E-democracy



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Welcome To The Department of Labor, Licensing and Regulation's Web Site



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Services Award
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Commerce Department Goals



- Do as much business as possible online
- Improve customer service
- Improve productivity

What's Happening now in DoC?



- Tuna Fishing Permits from NMFS
- BXA export licensing
- Trademark registration
- Shipper's Export Declaration online
- Export Portal



Edi



help



■ ATLANTIC BLUEFIN TUNA LANDINGS

As of September 15, 2000, fishing year landings of Atlantic bluefin tuna are as follows:

[more](#)

■ General Category
Restricted-Fishing
Days

NMFS waives six General category restricted-fishing days in September

[more](#)

■ Paperwork
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The Bureau of Export Administration U.S. Department of Commerce

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The Simplified Network Application Process (SNAP)

[For the Submission of License Applications, Commodity Classification Requests,
and High Performance Computer Notices]

It's here and it's a SNAP!!!

BXA's SNAP is now available at no cost to the exporting community.
With SNAP you can:

- Submit export and re-export applications, high performance computer notices, and commodity classification requests via the Internet in a secure environment.
- Receive same day acknowledgment of your submission.

Trademark Electronic Application System



The United States Patent and Trademark Office (USPTO) is pleased to present TEAS - the Trademark Electronic Application System. TEAS allows you to fill out a form and check it for completeness over the internet. Using **e-TEAS** you can then submit the form directly to the USPTO over the internet, making an official filing on-line. Or using **PrinTEAS** you can print out the completed form for mailing to the USPTO. It's your choice!

e-TEAS

The following special requirements may apply (depending on which form is selected) for filing directly over the internet:

PrinTEAS

If you cannot file electronically, you may still be able to complete the desired form on-line, to print out and mail. But,



AESDirect

Reduce Exporting Stress with AES

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Welcome to AESDirect

AESDirect is the U.S. Census Bureau's free, internet based system for filing Shipper's Export Declaration (SED) information to the Automated Export System (AES). It is the electronic alternative to filing a paper SED, and can be used by U.S. Principal Parties in Interest (USPPIs), forwarders, or anyone else responsible for export reporting.

Why AESDirect?

AESDirect significantly streamlines the export reporting process by reducing the paperwork burden on the trade community, reducing costly document handling and storage, and ensuring that export information is filed in a timely manner. AESDirect improves the quality of the export trade statistics, helping the Census Bureau provide the Government and the public more accurate information.

AESDirect System Requirements

AESDirect does not require any software or hardware investment, however there are some minimum system requirements. Check the [Browser Support](#) page for details.



Export Portal 1-800-USA-TRADE

U.S. Department of Commerce

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Bureau of Export Administration
Economics & Statistics Administration
Bureau of Economic Analysis
Economic Development Administration

International Trade Administration
Minority Business Development Agency
National Oceanic & Atmospheric
Administration

Patent & Trademark Office
National Institute of Standards &
Technology
Bureau of the Census



What Does e-gov Mean to You?



- Focus on program concerns
- Plan for implementation
- Follow suggested steps
- Decide on approach for electronic signatures
- Consider some important ramifications

Focus on Program Concerns



- Leverage technology to
 - web-enable business processes
 - use data to improve services
 - enable people to be more productive
 - create a secure and manageable infrastructure

How do I plan for e-gov?



- Planning process
 - Examine business processes for areas affected and opportunities to improve
 - Work with CIO to determine effective solutions
 - Include in strategic and IT planning processes
 - Include in budget process (in both base and new initiatives)

What Steps Should I Follow?



- Checklist of things to complete
 - Business Case
 - Risk Assessment
 - Security Plan
 - Electronic Signature Requirement & Solution
 - Funding Requirements

What about Electronic Signature?



- Use help provided in OCIO document to determine need and approach
- Requires technical and policy infrastructure to be developed, either at the Bureau or the Department level
- DoC CIO Council to determine approach for Department-wide solution

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"SNAP" Pin Request Package

SNAP was created to give you, the exporter, the option to submit requests for export, reexport, notification, or item classification, via the Internet. You must have a Personal Identification Number (PIN) to access SNAP. The procedures and requirements for obtaining and using a PIN are set forth in section 748.7 of the Export Administration Regulations.

You may obtain a PIN by sending an "Electronic Submission Letter", on your company's letterhead, with a corporate officer signature, to the Bureau of Export Administration. Each individual who will be submitting requests must have his or her own PIN and must have signed the PIN holders certification. The company officer who signs the company certification must also sign the PIN holder certification portion of the letter in order to receive a PIN. The Electronic Submission Letter cannot be faxed to BXA.

Done

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Considerations



- Re-think business processes
 - Change from paper-centric to electronic-centric
 - Take advantage of electronic environment
 - When it is received electronically, process it electronically
 - Use web to maximum extent to reduce need for human interaction

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How May We Help You?

Answers To Your Export Questions

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
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 http://www.doc.gov/

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Locations and Contacting Us

The Bureau of Export Administration has three offices available to counsel you on your obligations under the Export Administration Regulations and assist in determining your licensing requirements.

**Exporter Counseling
Division**
(Washington, DC)

Western Regional Office
(Newport Beach, CA)

Room 2705 (for mail)
Room 1099 (for visitors)
14th Street and
Pennsylvania Ave., N.W.
U.S. Department of Commerce
Washington DC 20230
Phone: (202) 482-4811
Fax: (202) 482-3617

3300 Irvine Avenue, Suite 345
Newport Beach, CA 92660
Phone: (949) 660-0144

Considerations



- Evaluate “requirements” for:
 - Signatures
 - Additional items to be submitted

Considerations



- Records Management
 - Electronic documents must follow records management requirements (storage, retention, assurance of unaltered form)
 - Electronic signature (PKI) can protect and ensure non-repudiation

Considerations



- Security and Privacy
 - Protect documents/information collected online from unauthorized access
 - Multiple solutions for security; work with CIO to determine appropriate, effective and efficient solution for your transaction
 - Public perception of ability to protect and attention to protection are key

Considerations



- Security and Privacy cont'd
 - Ensure privacy and Privacy Act statements are posted where appropriate
- Accessibility
 - By physically impaired
 - By those not fluent in the English language
- Standards and Guidelines
 - available at <http://www.doc.gov/webresources/>

Considerations



- Information should be organized by customer need vs. organization
- Forms for the top 500 Government services used by the public to be online

How will e-gov change government organizations?



- Role of employees
 - Self-service for constituents
 - Employees become advisors, knowledge workers, vs. gatekeepers, paper-pushers
- Responsibilities of organizations
 - Integration exposes overlaps and gaps
 - May lead to realignment or reorganization

How will e-gov change government organizations?



- Federal Government is organized for post-war industrial society
 - Examine changes required for 21st century information society
- Appropriations process is stove-piped
 - Allocate funding for cross-agency projects and projects that benefit the public and result in public efficiencies

Current e-gov activities



- President's Management Council
 - three pilots, one is Export Portal
- Government-wide portal
 - FirstGov.gov
 - Access to all online government information
 - Searches all government web sites
 - Will become more targeted and robust over time

Current e-gov activities



- Council for Excellence in Government
 - Report and recommendations for next administration
- CIO Council e-gov committee
 - Information about what is happening across government
 - Available via CIO Council web site: cio.gov

Current e-gov activities



- NPR High Impact Agencies
 - 32 agencies have 90% of government's contact with the public
 - restore America's trust in government
 - improve customer satisfaction and employee satisfaction
 - activities to achieve goals by Sept 2000

U. S. Patent and Trademark Office

High Impact Agency Commitments

Status Report as of August 2000



Vice President Gore's
National Partnership *for*
Reinventing Government

The Patent and Trademark Office's vision for the 21st Century is to lead the world in providing customer-valued intellectual property rights that spark innovation, create consumer confidence and promote creativity.

The U. S. Patent and Trademark Office has made significant progress toward accomplishing its commitments as a High Impact Agency.



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Address  <http://www.census.gov/main/www/ric.html>

U.S. Census Bureau

Census Bureau Reinvention Impact Center

NATIONAL**AL GORE**
Vice President of the United States

Vice President Gore's National Performance Review is addressing the need to make government improvement more visible to the American public. To do this, 32 agencies that deal directly with the public and influence how the public views government have been designated as Reinvention Impact Centers. These agencies, including the Census Bureau, have committed to reinvention goals that will deliver great service to the public.

Over the next few years, the Census Bureau is pledged to deliver great service by fostering partnerships and implementing internal reinvention. For Census 2000 this will be manifested by accomplishing the most complete and accurate census ever at the lowest possible cost to taxpayers.



National Weather Service

A High Impact Agency...*we make a difference*



Reinvention Goals for 2000 Status - August 2000

The National Weather Service (NWS) has a direct impact on the well-being of America and a history of accomplishment as a designated NPR "High Impact Agency." The successful completion of a \$4.5 billion investment program in weather service modernization has dramatically improved NWS performance, especially for warnings of dangerous weather, and is making a significant contribution to the American economy. At the same time, restructuring office operations has closed 184 offices. Continued improvements in the context of the five reinvention goals for the NWS are reported below.

Delivering Great Service	Internal Reinvention
Goal: NWS-01	Goal: NWS-04
Goal: NWS-02	Goal: NWS-05
Goal: NWS-03	

Delivering Great Service

What about the “GPEA”?



- Government Paperwork Elimination Act
 - requires all transactions available online, as an option, by Oct 2003
 - requires acceptance of electronic signature
 - requires a Plan to be developed and delivered to OMB
 - program managers and CIOs together prepare input
 - annual updates required in October

Challenges to Implementation



- Limited understanding and appreciation among executives and program managers
- FY2002 budget process already well underway, while GPEA Plans have yet to be developed; leaves only FY03 to obtain funds and implement
- Personnel and financial resources allocated to other important, mission critical projects

Challenges to Implementation



- Technical challenges include
 - Interfacing electronic submissions with legacy systems
 - Providing “single face to the customer” while multiple legacy environments exist across organizational boundaries
 - Electronic signature solution(s)

Next Steps



- Training to be provided
 - On both business opportunities and technical solutions
 - At all levels of the organization
 - To energize senior leadership
 - To obtain buy-in
 - To get all employees thinking about improving service and reducing cost

Next Steps



- Select top 1 or 2 public transactions for each Operating Unit and get those online
 - Look at high volume transactions
 - Look at mission critical interactions
- Incentives and rewards programs to be identified or developed, and publicized

In Conclusion...

- We have a tremendous opportunity to change the way we do business to
 - improve service to our customers
 - reduce costs of service delivery
 - better utilize our human resources
 - and

*IMPROVE THE PUBLIC VALUE OF THE
DEPARTMENT OF COMMERCE*

QUESTIONS?



Contacts:

Bureau Chief Information Officers

DoC CIO, Office of Department-wide Programs

khogan@doc.gov or rmay@doc.gov